

Mainstay Music Therapy, Inc.

Company Policies

1.0 Policies

- a) Mainstay Music Therapy, Inc. is responsible for providing professional, quality music therapy services to its consumers. Its board-certified music therapists are expected to uphold all standards of practice outlined by the national American Music Therapy Association, and the standards required by the Bureau of Developmental Disabilities (BDDS) (when providing waiver services). Mainstay Music Therapy, Inc. and its agents agree with and abide by the rules outlined in the Indiana Administrative Code Rule 460.
- b) Neither Mainstay Music Therapy, Inc. nor its agents are responsible for administering medication to any consumer for any reason. Arrangements should be made to take medications before or after a music therapy session. If medications are required to be administered during a music therapy session, a staff member or parent must be available to do so.
- c) Agents through Mainstay Music Therapy, Inc. will not be responsible for client financial resources, nor will its agents ask for compensation or need to use client funds for any purpose. All billing interactions will occur between MMT and the agreed funding source (Medicaid Waiver, Private Pay, Grant).
- d) Music therapists are not able to provide transportation to or from our music therapy sessions.
- e) Therapists are working only with individuals listed on the PC-ISP. Siblings and roommates will not be provided music therapy services by our therapists unless directly tied to the progress of the listed client (i.e. socialization goals).
- f) These policies and annual signature forms will be re-visited each year. You will be required to make an in-person or phone call appointment with our **Paperwork Coordinator** to review this paperwork in order to keep your services active. Our therapists are not trained on receiving these signature pages from clients.
- g) If you are needing a new session time or are needing to discuss permanent changes to your therapy schedule, you must contact our **Director of Clinical Operations** directly at 260-494-1635. Our therapists do not control their permanent client schedule and are not authorized to make these changes.

2.0 Attendance

- a) If you must cancel a scheduled music therapy session, you are asked to call/text your therapist at least 4 hours prior to the scheduled session.
- b) You are required to attend 85% of scheduled music therapy sessions in any given quarter to maintain active service status. Mainstay Music Therapy, Inc. and its agents reserve the right to terminate services if you fail to attend 85% of sessions in two of four quarters in order to provide services to a client who is waiting for services.
 - a. Written notice of Mainstay Music Therapy, Inc.'s intentions will precede termination.
 - b. Make up sessions are available in coordination with your therapist's schedule to increase your attendance %
 - c. You will receive 60 days notice of termination or suspension of services, per BDDS policy
 - d. You will receive emailed notification tracking your absences and make up sessions from our admin team
- c) Therapists are not responsible for maintaining supervision of any client before or after a scheduled therapy session. Mainstay Music Therapy, Inc.'s agents are conducting Music Therapy Services only.
- d) Mainstay Music Therapy, Inc. and its agents reserve the right to cancel sessions at any time. Therapist cancelled sessions or sessions cancelled for week long camps (with at least one month notice) will not calculate into percentage of sessions missed and makeup sessions will be offered.
- e) Sessions cancelled for dr appointments or illnesses will calculate into percentage of missed sessions unless made up. Leniency will be given for cancellations due to medical fragility.
- f) Being late for your sessions will count toward your absences when they accumulate to the duration of a session length. For instance, if you maintain 45 minute sessions and are late by 15 minutes 3x, this is one absence.
- g) Therapists will wait at your home for 15 minutes past the start of the session time and attempt to contact you if no one is answering the door.
- h) The Board of Health considers the following signs to indicate communicable disease/illness: vomiting, fever over 100 degrees, diarrhea, sore throat, rash/swelling, red, or running eyes. Please be sure you are symptom free for 24 hours before attending therapy. Please note that if the Therapist is starting therapy and the client exhibits any of the above symptoms, it is at the therapist's discretion to cancel the session in order to protect themselves and other clients from infectious illness.

3.0 Documentation/Budget

- a) Your therapist will provide you with quarterly reports and treatment plans upon your request.
- b) You may request to see music therapy documentation at any time. Should you want to see a rundown of how your music therapy budget is being utilized, please email **contact@mainstaymusictherapy.com**
- c) BDDS allows Music Therapy budgets to be utilized for planning, meeting attendance, report writing and consultation in addition to direct therapy. We strive to utilize no less than 75% of the budget for direct therapy time.
- d) Units are billable in 15 min increments and are combined and rounded up/down per day. All activities under 8 minutes in duration cannot be billed. Activities/service increments lasting over 8 minutes can be billed as one unit per BDDS.
- e) Mainstay therapists typically request 6 hours of music therapy per month to be added to client budgets unless another amount is deemed more appropriate.

4.0 Clinic

- a) Each client transported to the clinic is to be accompanied into the office building prior to their session time. Transporter may wait in their car during the appointment, but must also be inside to walk with the client out to their car after the appointment, due to liability concerns. It is significant to note that the Therapist will be unable to tell if you are there for pick up if you are not in the lobby at the session's end.
- b) Be courteous of others in the lobby, in conversation and volume. Please use headphones for streaming and should you need to take/make a phone call, please step outside.
- c) If the client you are transporting needs assistance using the restroom, you are required to stay in the lobby during their appointment.
- d) If you arrive late to your session, know that therapists cannot extend sessions as they are typically booked with back to back appointments.
- e) No smoking on the premises.

5.0 In Home

- a) Know that our in-home therapists are travelling throughout their day and occasionally may be running 10-15 minutes late. Our therapists will notify you if they are running 10 minutes late.
- b) Therapists reserve the right to request environmental changes in the therapy area. i.e. removal of pets from the therapy space, moving to a less distracting space, no snacks, turning off the tv, reduce/increase parental involvement, etc, as necessary to provide the most accommodating environment for music therapy sessions.
 - a. Therapists may ask families to avoid smoking in the session area prior to therapy, excessive cigarette smoke may result in discontinuing services due to the Therapist's vocal and physical health.
 - b. Note that some therapists are sensitive to scents and may request removal of air fresheners or candles
- c) Appropriate attire is expected from all household members while our therapists are providing services in your home.
- d) If you arrive late to your session, know that therapists cannot always extend sessions as they are typically booked with back to back appointments.
- e) If the client is unable to stay home alone, it is required for a parent or supervisor to be present during music therapy sessions.
- f) At the first visit, your Therapist will clarify an appropriate location for therapy to take place in the home (typically a living or dining room) and will clarify your house rules, such as shoes on/off, where to park, ability to shift furniture around and availability of a restroom for the therapist if need be.